Commonwealth Office of Technology

Rated Service Description

Calling Card/Credit Card Calling Service	Rate
VC20 Per minute COT serves as the custodian of this service.	$0.20

VC20	**Includes the following HARDWARE** **NONE**

VC20	**Includes the following SOFTWARE** **NONE**

VC20   **Includes the following SERVICES**

Activation and cancellation of any/all cards, per the request from an agency

Applicable costs are paid by COT and recovered from agencies via the VC20 rate

VC20   **To Initiate Service or Report a Problem with this service**

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576

· Toll free support number: 800-372-7434
· Via e-mail CommonwealthServiceDesk@ky.gov

Agency will need to provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.

VC20   **Additional Service Clarifications**